

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-111/Archives-Records Management

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I. Goals

- A. Increase access to the State Archives collections.
- B. Promote efficient and effective management of government records including the preservation of the State's permanent electronic records.

II. Objectives and Policies

- A. Collect and preserve permanent government records of enduring legal, historical or fiscal value from government agencies.
- B. Make records available for access via the internet. Catalog records on KOHA, an online library database accessible via the web.
- C. Develop and revise records retention and disposition schedules for the executive branch. Operate the State Records Center for the storage of non-current, non-permanent government records.
- D. Implement the building of the Hawaii State Digital Archives by beginning the pilot phase of the project to ensure the preservation and access to electronic records of long-term value.

III. Action Plan with Timetable

A. Past Year Accomplishments

- 1. Archives: add/edited 24 bibliographic records in on-line catalog KOHA which is accessible on the Internet; accessioned 90 cubic feet of records and special collections; appraised, arranged and described 10 cubic feet of records for public use; retrieved 19,327 records for researchers; translated 348 pages of Hawaiian language records; serviced 8,571 researchers; scanned 24,714 images; made 15,774 records available via Archives' website (265,158 total

online); and received more than 294,191 visitors to Archives online databases, a 100%+ increase from last year's numbers.

2. Records Center: received 2,259 cubic feet of records and only 18 reels of microfilm as agencies have almost universally switched to scanning; completed 1,480 records requests; and coordinated destruction of 4,951 cubic feet of expired records.

B. One Year

1. Archives: add/edit bibliographic records to KOHA Integrated Library Catalog; accession 100 cubic feet of government records; appraise, arrange, and describe 100 cubic feet of records; retrieve 20,000 records for researchers; translate 350 pages of Hawaii language records; service 8,000 researchers; make 10,000 records available via the Archives' website; and receive 300,000 visitors to Archives online databases.
2. Records Center: schedule 5 records series; receive 3,400 cubic feet of records; service 1,500 records requests; and coordinate destruction of expired records.

C. Two Years

1. Archives: add/edit bibliographic records to KOHA Integrated Library Catalog; accession 200 cubic feet of government records; appraise, arrange, and describe 200 cubic feet of records; retrieve 40,000 records for researchers; translate 700 pages of Hawaiian language records; service 16,000 researchers; make 20,000 records available via the Archives' website; and receive 600,000 visitors to Archives online databases.
2. Records Center: schedule 10 records series; receive 6,800 cubic feet of records; service 3,000 records requests; and coordinate destruction of expired records.

D. Five Years

1. Archives: add/edit bibliographic records to KOHA Integrated Library Catalog; accession 500 cubic feet of government records; appraise, arrange, and describe 500 cubic feet of records; retrieve 100,000 records for researchers; translate 1,750 pages of Hawaiian language records; service 40,000 researchers; make 40,000 records available via the Archives' website; and receive 1,500,000 visitors to Archives online databases.

2. Records Center: schedule 25 records series; receive 17,000 cubic feet of records; service 7,500 record requests; and coordinate destruction of expired records.

IV. Performance Measures

- A. Customer Satisfaction measure: Monitor website use by the general public and their interest in information presented by analyzing statistical data on number of hits to what pages. Use information to improve the “look and feel” and information presented on the website. If there are suggestions and/or complaints, develop survey to evaluate customer satisfaction with the website.
- B. Program Standard measure: In-house standards regulate service to the public and status-reports measure the output and effectiveness of our public service activities.
- C. Cost Effectiveness measure – Compare records managements costs with private sector, in particular storage costs.